

STATE REHABILITATION COUNCIL

2022 ANNUAL REPORT ON VOCATIONAL REHABILITATION SERVICES

The Virginia Department for the Blind and Vision Impaired

397 Azalea Avenue

Richmond, Virginia 23227-3623

Toll Free within Virginia 1-800-622-2155 (Voice/TTY)

(804) 371-3140 (Voice/TTY)

<https://www.dbvi.virginia.gov>

State Rehabilitation Council Chair

Irene Conlin

Commissioner

Richard L. Mitchell

Table of Contents

Message from the State Rehabilitation Council Chair.....	3
Message from the DBVI Commissioner	4
Vocational Rehabilitation Program	5
State Plan Goals	5
Business Relations Unit	6
Pre-Employment Transition Services	8
Education Services for Children and Youth	12
Regional Offices	14
Accomplishments and Innovative Activities	14
Virginia Enterprises for the Blind – The Randolph Sheppard Program.....	16
Vocational Rehabilitation Consumer Satisfaction Evaluation Program Summary.....	17
Federal Program Year (FPY) 2021, Sept 2021 through June 2022	17
Glossary of Abbreviations.....	22
About DBVI and the SRC.....	24

Message from the State Rehabilitation Council Chair



I am honored to have had the privilege to serve as Chair of the Virginia Department for the Blind and Vision Impaired State Rehabilitation Council (DBVI SRC). The 2022 Annual Report reflects the accomplishments of the Council and Agency during this centennial year.

Commencement of the agencies 100th year anniversary brought bitter-sweet changes to leadership with the retirement of Commissioner Ray Hopkins after 30 years of service to

the blind community in the Commonwealth. We wish him many happy years in retirement. Additional Leadership changes a huge DBVI Welcome to Commissioner Dr. Rick Mitchell, Vice Commissioner Ms. Pam Cato, and Director of Rehabilitation Services Ms. Megan Hall: a powerhouse team poised to continue to work of the agency into the next year and beyond.

With the permission to re-state in-person meetings, SRC continued their work in person at the Richmond Campus. Revision of the bylaws allowed for virtual attendance on a case-by-case basis and provided a resource for public opinion attendance for consumers, encouraging more participation. Resumption of in-person meeting provided a wonderful chance to interact with new members of the board and get to know them better. As we welcomed new members, several individuals completed their term with the SRC: Christine Appert, Irene Conlin, and Mark Roane. We appreciate everyone's contributions and extend special gratitude for many years of dedicated participation.

The primary focus of DBVI is to assist blind Virginians in achieving quality employment outcomes. Vocational evaluation, job training, job development, placement, follow-up, and other services are provided to assist consumers in obtaining jobs in the public and private sectors. Building on the success of pandemic outreach, this past year has seen DBVI continue many online services to better support and reach a record number of consumers. As COVID related restrictions were eased, field offices and direct services providers doubled down on services to consumers. The continuity of services enabled many consumers to continue services, obtain new skills and find employment. With the departments expansion of its social media via Facebook and email lists, program offering information are available to consumers and public alike, increasing awareness and accessibility of the services offered.

The sections of this Annual Report spotlight the activities and achievements of the DBVI Vocational Rehabilitation Program. The Business Relations Unit continues to demonstrate unfailing dedication to consumers through multiple initiatives and offerings promoting successful collaborative partnerships between employers and DBVI consumers. The Pre-Employment Transition and Education reports provide a sampling of the appealing virtual and in-person events offered to young consumers. Career exploration, individual advocacy, post-secondary counseling, and work-based skill development were featured in programs around the state. A few small in-person opportunities, such as the "Leap into Linux" residential summer course offered unique and stimulating learning opportunities.

Finally, the managers from the Regional Offices provide information on the efforts of their teams to offer continuity and support through effective case management and address individual and community needs.

Looking ahead, we are excited for the new year, and anticipate the agency to build upon its success while assisting more consumers of the Commonwealth of Virginia. These positive trends move us forward into the next one hundred years of service.

Irene M Conlin

Irene Conlin, SRC Chair, 2021 – 2022

Message from the DBVI Commissioner



Annually, the State Rehabilitation Council (SRC) for the Blind compiles and submits a report on the Vocational Rehabilitation Program of the Department for the Blind and Vision Impaired (DBVI). As you read this report, you will realize that this document tells the story of many Virginians who have significant vision disabilities and the DBVI program that supports them. This report describes their difficulties, accomplishments and opinions of the services provided by DBVI. This annual report also outlines the efforts of the team of vocational rehabilitation professionals who are making a significant difference in so many of the lives of the individuals they serve.

Thank you to the Virginia State Rehabilitation Council (SRC) members, Milford Stern for taking the lead on the writing of this annual report and to Alexa Bowe for the gathering of the success stories. We also extend our thanks to the other volunteer members of the Council who contributed to this annual effort. The SRC not only produces an annual assessment of the Vocational Rehabilitation Program of the Virginia Department for the Blind and Vision Impaired (DBVI), but its members partner with DBVI to assure that residents of the Commonwealth who have vision related disabilities are well served. We are grateful to each SRC member for volunteering to serve Virginians who are blind, low vision, and deafblind.

In March 2022, DBVI celebrated its 100th year of providing services to Virginians that are blind, low vision, and deafblind. During a century of service, the Agency has had many opportunities to showcase its distinguished history and commitment to providing quality services. This annual report will reflect the hard work and creativity displayed through DBVI personnel each day by providing life changing services to consumers of vocational rehabilitation. We appreciate the flexibility and dedication of the DBVI staff in their efforts to help Virginians with vision disabilities to attain and retain employment. The success of the clientele of the VR Program is a testament to the determination of individuals who are vision impaired to be part of the workforce and the effectiveness of the services they receive. We hope you will benefit from reading the stories of a few of the program participants. We celebrate their efforts and successes as well as those of the professionals who serve them. Thank you for taking the time to read this assessment of Virginia's Vocational Rehabilitation Program for individuals who are blind, deafblind, and otherwise vision disabled. We believe you will be both informed and impressed by their achievements.

A handwritten signature in blue ink that reads "R. P. Mitchell".

Dr. Rick Mitchell, Commissioner, VDBVI

Vocational Rehabilitation Program

The Virginia Department for the Blind and Vision Impaired (DBVI) Vocational Rehabilitation (VR) Program provides necessary vocational and rehabilitative services to empower individuals who are blind, deafblind, or vision impaired and want to achieve successful employment, education, and independence. Eligible Virginians receive assistance preparing for, securing, retaining, advancing in, or regaining competitive integrated employment. Field-based services reach consumers in their homes, at their jobs, and in their schools. A plan is developed that considers an individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Teams of VR experts assist consumers in reaching gainful employment in accordance with their abilities; loss of vision; vocational and adjustment counseling; post-secondary school or vocational training; eye surgery and/or eye treatment; adaptive equipment for training and/or employment; rehabilitation engineering services to modify training and/or job sites; and customized and supported employment services. Major emphasis is given to the provision of job placement and follow-up services. A core goal of the VR Program is to help persons with vision loss to successfully work in the community.

State Plan Goals

DBVI, with assistance from the State Rehabilitation Council (SRC), developed six goals and priorities for the VR and Supported Employment Programs for this state plan cycle. The six goals are listed below:

1. Expanding and enhancing workforce development activities to develop and maintain effective working relationships with Virginia business and industry at the local, regional, and state level to develop partnerships that facilitate industry-recognized credential attainment, skill development, and entry into career pathways for eligible individuals who are blind, vision impaired, or deafblind leading to competitive integrated employment.
2. Increasing and improving competitive integrated employment outcomes, with wages above the state average, for all blind, vision impaired, or deafblind individuals receiving services from DBVI.
3. Achieving agency annual performance goals and establishing baselines for the performance accountability measures based on primary indicators of performance in section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act of 2014.
4. Providing rehabilitation technology to blind, vision impaired, or deafblind individuals, including youth and students, to facilitate their success in training and competitive integrated employment settings.

5. Expanding transition services for youth and students seeking employment and/or post-secondary training; including pre-employment transition services for secondary school students.
6. Expanding the utilization of Supported Employment services for adults and youth to increase competitive integrated employment outcomes for individuals with the most significant disabilities.

Business Relations Unit

Innovation and creative programming have led to a successful year for the DBVI Business Relations Team as they continue to expand relationships with business, state, and federal partners on the state and national levels. The Business Relations Team continues to represent DBVI in various training sessions, conferences, and events with government, industry, rehabilitation, education, and workforce partners. The Director of Business and Corporate Initiatives and the Business Relations Specialists continue to collaborate with the “Virginia Career Works” system, serve on Business Services Teams and represent the agency at various workforce board meetings.

“DBVI Career Connections” has entered its third year with great success. Having a statewide impact, the virtual platform connects federal partners, business leaders, and workforce partners with career seekers who are dressed for success and camera ready. The sessions have hosted career fairs that targeted federal and state hiring as well as information sessions surrounding career pathways such as registered apprenticeship and DBVI services for individuals that included on-the-job (OJT) and paid or unpaid work-based learning.

“Steer Your Career” will be concluding its second year. The well-designed career-ready workshop is for individuals moving towards work-based learning or direct employment. Virtual sessions were provided over six consecutive weeks and offered an array of topics that allowed for 45 statewide participants. The DBVI Business Relations Team has partnered with leaders within the workforce community to provide a solid curriculum designed to assist with gaining confidence in knowing themselves as a career seeker, interviewing using the newest techniques, constructing a professional resume, and disclosing what technology may be needed to be successful in the workplace. This has proven to be an effective tool in moving towards employment as many enter their career before the session ends. There were a series of four workshops in the calendar year 2022 with an average of 10 to 12 participants per class.

“Coffee and Collaborations” entered its second year and continues to bring VRCs, Regional Managers, Business Relations, and the Pre-ETS Teams together to not only staff cases in a safe and relaxed atmosphere, but also is a time to provide new information surrounding workforce trends and upcoming Pre-ETS events.

The Business Relations Team took an active role in providing work-based learning to students under 18 entering college in the fall. The team also presented a career-ready workshop to students enrolled in the LIFE program at the VRCBVI campus and worked collaboratively with staff to provide a work-based learning opportunity for students enrolled in the program using our third-party staffing agency.

The Federal Job Club remains a focus of the team and is co-hosted along with DARS and invites federal recruiters to meet with career seekers on a weekly basis. DBVI has collaborated with G3 Global Career Coaching for those seeking federal employment. Career seekers design a professional federal resume

coupled with workshops navigating the federal hiring process as a result, DBVI career seekers have obtained high-level, life-changing career positions within the federal government.

The Director of Business and Corporate Initiatives maintains a close working relationship with the CSAVR (Council of State Vocational Rehabilitation Administrators) and serves as the National Employment Teams point-of-contact (POC) for Virginia as well as the POC for the states within Region Three. CSAVR continues to rely on the DBVI Business Relations Team and the Rehabilitation Technology Team to work with Fortune 500 companies and federal contractors in testing for accessibility, thus leading to rewarding employment and career pathways for DBVI's career seekers.

The DBVI Paid Work-Based Learning program continues as a proven best practice. It has paved the way for many individuals to enter not just a job, but also the career of their choice. We have surpassed the 100-participant milestone with no end in sight! Adults, current college students, college graduates, and now those under 18 years of age have been able to take advantage of this program as a means of taking the next step to a successful future.

The Business Relations Team had many proud accomplishments in 2022 and will continue to build on the many successes of the current programs with plans to offer more opportunities for high school students to participate in work-based learning. The team has added a new employee to serve in a wage capacity for the Norfolk Regional Office and will be adding a full-time Business Relations Specialist to provide coverage for the Roanoke Regional and the Staunton Regional Offices. The team will continue their close working relationships with VRCs, VRCBVI, and Pre-ETS toward the common goal of providing work experience and a career pathway, but importantly providing life-changing opportunities and meaningful employment for the individuals we serve.

DBVI Success Story

Jason Richey

Jason Richey was referred to DBVI in 2021. He was employed as a mechanical engineer at Huntington Ingalls Shipyard in Newport News, VA, but had been absent from work on long-term disability due to his advancing visual disability. Mr. Richey stated he had difficulty with using written work materials as well as navigating his worksite and home safely.



Mr. Richey was assigned a Vocational Rehabilitation Counselor (VRC) from the Norfolk DBVI office; together, they secured the screen-reading adaptive software, Job Access with Speech (JAWS), through his employer for his worksite and coordinated training for this software. Mr. Richey also received additional services such as orientation and mobility (O&M) for safe navigation at work and home, and public transportation awareness to get to and from work as well as around town. With the help of DBVI,

Mr. Richey has been able to resume his employment as a mechanical engineer and has developed strong mobility skills to continue independent living.

Pre-Employment Transition Services

DBVI Pre-ETS programming is making waves with their innovative programs. In total since December 2021, DBVI Pre-ETS has sponsored 14 different offerings, with over 375 participants, and student skill gains numbering 133 this summer alone. Adding in 72 registrations from the adult IT Credential Fair, many of whom were recent graduates or college students bring the participant number to 447 in 8 months, a number which illustrates the diversity of services and programs offered by DBVI.

The IT Credential Fair was held virtually in December 2021 due to Covid restrictions. Our partners at Intellectual Point, Cyber.org, WIOA Adult, Dislocated Worker and Youth programs, Northern VA Community College, Wilson Workforce, and DBVI Business Relations. For the Student session of the IT Credential Fair from 9:30-11 we had 67 registrations; however, three of those were schools who streamed the event to 17+ students. Our actual number of attendees for the student session is approximated at 81. Door prizes for our students included a summer Cyber Warriors session valued at \$600, A Raspberry Pi with ice cooling tower, a \$10 Chic fila card and an etched glass from WWRC. For the adult session from 1-3pm, we had 72 registrations and provided the following door prizes: Amazon Fire Stick, Chic fila gift card, WWRC etched glass, Roku Streaming stick, ITIL Foundation 4 class valued at \$1000 and a Cyber.org ball cap.

DBVI is happy to report that they followed up the IT Credential Fair with Tiered IT Training in a cohort style of training. DBVI's fall tiered IT cohort saw 8 participants receive their ITIL (Information Technology Integrated Libraries) credential. Six moved on to successfully complete Security+ training, with one individual passing his credential exam, and another scheduled to test within the next 30 days. The other cohort members are in the process of taking practice tests.

Studies across the board show an increase in depression, anxiety and stress brought on by Covid, prompting DBVI Pre-ETS to host Resiliency. Resiliency was offered agency wide to begin the new year with an opportunity for individuals to come together for a night of resiliency and unity. The program is designed to help individuals build strategies to enhance their self-confidence, overcome worry and doubt and establish wellness goals that will promote resiliency! Resiliency was a one evening virtual event held on January 18 and was hosted by David DeNotaris and Eileen Rivera-Ley from Sky's the Limit and Blind Savvy. The featured speaker for Resiliency was Dr. Rob Gilbert, a Psychology professor at Montclair State University in New Jersey who has worked with Olympic athletes and business leaders. Dr. Gilbert began a recorded hotline message 28 years ago that anyone can call for daily motivation at 973-743-4690. Dr. Gilbert shared some relaxation tips and tricks with participants. There were 22 individual numbers on the call including several Ed Coordinators and Counselors in addition to students and their family members. DBVI received multiple email follow-ups the next day on the efficacy of the program!

DBVI's first ever town hall was held in February of 2022. The idea came from a small group think tank consisting of VR counselors and DBVI's Pre-ETS Coordinator. With large numbers of individuals to contact to give basic information on what Pre-Employment Transition Services are and programs that are coming up, the small group think tank developed the idea of having a town hall style event in February so that new and existing students could be invited to hear information on all Spring and Summer Pre-Employment Transition Services programs. The audience on the Zoom, held on Tuesday evening from 6:00-7:30 remained constant between 67 and 63 attendees for the entire 90 minutes, and included both students, parents, partners, and staff. What a great turnout! Participants on the Zoom

heard an explanation from host Tish Harris of DBVI Pre-ETS services and how they can assist students in preparing for success in secondary education, job and credential training, and future endeavors. Both former students and parents spoke to the benefits of DBVI student programs, and the great impact that participating in the programs had made in their lives (and the life of their student). DBVI received multiple messages of thanks from students and parents. All programs for the summer, including Leap into Linux, virtual Cyber Warriors, JMU Success Immersion Program, Parents Resource Weekend, the Champions Event, as well as the LIFE program and Blind Design information were highlighted (details will follow in the report).

DBVI spring 2022 iOS and Productivity Training was a huge success! Not only did the 17 registered students sit in on the training, but each week the DBVI team saw numbers growing as their parents and family members sat in to learn the accessibility features of the iPhone and iPad. Participants learned to unlock the power of Apple iOS for productivity, independence, and effectiveness. Participants were sent a Bluetooth keyboard to use during the training. Participants walked through exercises in this virtual training that taught them practical application of the features on their phone and tablets. All programs from Sky's the Limit have a focus on advocacy and workplace readiness, with students learning how to ask for needed accommodations, effectively communicate with teachers, and think critically. Notetaking is emphasized, with students turning in their notes each week after the program session. This is particularly applicable to the student populations since students never travel anywhere without their phones!

Beginning in mid-June, the DBVI Cyber Warriors programs offered 5 virtual STEM programs delivered by Ishan Jadhvani of Intellectual Point. Ishan is a high school student with multiple advanced IT credentials and his own tech business, making him a wonderful role model for our students. Ishan put together 5 new Cyber Warriors programs that were presented virtually to our students as a pilot this summer. Any needed supplies or equipment were sent to the homes of students in advance. Students do not have to be experienced coders to participate in these academies. Loaner laptops are provided for students who may need them. This summer's offerings were:

- Drone building academy, where students built and coded their own drones. The drones have AI functions such as object recognition, tracking, and 3-D reconstruction.
- Cyber Threat Hunting Data Science Camp where students explored finding Cyber threats using SPLUNK
- Go Virtual Reality Metaverse Academy where students learned how to use the Oculus Quest and safely explore virtual reality. Cryptocurrency was also explained in this training.
- Build a Digital Automation Academy, where students learned to build digital automation processes that they can apply to their studies and everyday life
- Power Up Your Robotics with Python and the Robomaster, where students assembled, programmed, and customized the robot's artificial intelligence. Students learn AI, strategic planning, coding, logic, and reasoning.

Cyber Warriors was a huge hit, and a productive program for DBVI students, with 33 students completing 93 programs, yielding a total of 145 skills progressions for students in the Cyber Warriors programs.

Leap into Linux, which took place the last week of June, offered STEM career exploration, confidence building and skill development. Dr. Chuck Gardner of Cyber.org used fully accessible curriculum to teach 4 days of classroom material to 15 students surrounding cyber safety, ethical hacking,

accessibility, and Linux command lines. Classroom challenges prompt students to employ important facets of advocacy and teamwork. This summer, Dr. Gardner's teaching assistant was DBVI's own Justice Roberts, who is doing a summer internship with Cyber.org. New this year- as a student had their question answered, they became the teacher to answer the next student's question in the same area. Each student joined the Cyber Celebration to demonstrate their newly constructed from scratch website. Evening activities highlighted employability, social and advocacy skills, with students learning teamwork, communication, time management and other workplace skills through a variety of experiences that include team bowling, Comedy Improv, a Super Soaker Showdown, and other fun activities.

July brought the JMU Success program, a new and innovative college immersion program where 16 DBVI students and 4 DBVI college students, along with David DeNotaris and Eileen Rivera-Ley and JMU Campus Ambassadors came together for a week of learning, fun and confidence building! From Tuesday through Sunday, the group struck a balance between academics and learning about the rigors of college study by meeting with faculty from the College of Science and Math, the College of Engineering and Library Sciences, learning to make soap, touch a meteorite, and hear the echo on the quad. They also met with Admissions and Student Disability Services, heard encouraging words from the University Associate Vice-President of Diversity, Equity, and Inclusion, and challenged themselves by trying the rock climb at University Recreation. Independent travel was a priority, and students learned to use the university bus shuttles, and to navigate dorm and dining halls, with travelling through both dining halls on the JMU campus and eating their fill. Executive Chefs came out for a photo with the students and a copy of this group favorite was sent home with students.

The learning process also included an emphasis on independence, advocacy, and self-determination. The group heard from the Training and Technical Assistance Center branch of DOE housed at JMU on goal setting and attainment, and from Executive Coaches David and Eileen on independent travel, financial literacy, job readiness and a host of other hot topics for students. Russ Myer from Capital Region Nordic Alliance set up multiple trail courses on both the JMU Quad and the open areas outside of Chesapeake Hall using Microsoft Soundscapes that the students really enjoyed traversing. James Madison University was extraordinarily welcoming to the DBVI students, with everyone from the top down making sure that the group had every needed resource, and experiences that were absolutely fantastic.

To piggyback with parents already in Harrisonburg to pick up their students, DBVI held a Parents Resource Weekend, which began on Friday. Friday evening, parents were welcomed to the University from Associate Vice-President Dean, then an inspiring panel including Taylor Jones, Shirish Nene and Courtney Williams shared their journey and advice with parents and staff attending. The panel was followed by Jesse Rodriguez who introduced resources to both parents and students on the I'm Determined page, and who shared the Good Day tool. On Saturday, parents received information and resources from David DeNotaris of Sky's the Limit; Melinda Wood, Director of JMU Admissions; Brennan McCaffrey, JMU Student Disability Services; Caren Phipps- DBVI Director of Services for Children and Youth; and Shirish Nene, Neema Nene and Teisha Atkins with an introduction to the parent network group. Following the resource fair, parents went to visit their student in their dorm and each student showed their parents how to navigate to the place they liked best on campus.

The Champions event was held on Saturday evening to include JMU program students and their parents, as well as students who were recognized for a number of outstanding successes. Commissioner Mitchell kicked off the ceremony, with messages from Deputy Commissioner for Services Pam Cato, Art Dean the Associate Vice President for Diversity, Equity and Inclusion, and University Vice President Harper. Delegate Michelle Maldonado came in person to present an award to one of the students from her area. Award categories included JMU program completers, Platinum Student Commitment Awards for those students who had taken 7 or more special programs in two years, Gold Commitment Awards for 5 or 6 programs, Outstanding Mentors and Internships, and Advanced Credential Attainers. The Top Awards for the evening were presented to DBVI's Rising Stars (3), Volunteer Award (1), and Meritorious Service (2). Parents, students, and attendees enjoyed the networking and photo opportunities that followed with DBVI leadership, JMU leadership and friends and family. The energy in the room was incredible, with over 300 photos posted from the week!

After the busy summer, DBVI was already planning for the fall, and looking forward to providing more innovative, informative, and fun programs!

The DBVI Pre-ETS group has also coordinated the production of a video for PEATC (Parent Educational Advocacy Training Center) with information for parents, students and families on the resources and programs that DBVI can offer students. DBVI is hoping that this informative video will help highlight DBVI as a partner in their student's development and activities.

Notable Successes and Presentations:

- Two DBVI college students who began as students with Robotics, then returned as mentors were chosen as interns with Cyber.org this summer to teach Robotics and Linux programs to blind and low vision students in other states.
- One of DBVI's Rising Stars earned an internship experience at Mission to Mars with NASA this summer
- Tish Harris, DBVI's Pre-ETS and Career Pathways Coordinator, has been asked twice to highlight programming from Virginia with the Pre-ETS Blind Community of Practice, which includes practitioners from multiple states.
- Ms. Harris also presented to the National Council of State Agencies for the Blind on Transition activities with David DeNotaris and Eileen Rivera-Ley and other key individuals who are considered innovators.
- Ms. Harris presented at the national Exceptional Children's Conference with Cyber.org in Orlando.
- Ms. Harris also presented at the national Cyber Educators Forum with Project ACCESS curriculum experts Dr. Chuck Gardner and Tommy Gober to highlight work that began in Virginia as accessible robotics curriculum and now Linux academies and is spreading to blind and low vision agencies in other states.
- Virginia Pre-ETS had two programs chosen for presentation at the Innovation Expo, a national virtual forum presented by the University of Wisconsin Stout for disability agencies and practitioners to present innovative programs. One of the DBVI Pre-ETS programs was chosen for the live Q&A session which was a huge nod to the innovative nature of the program since only 6-8 were chosen for this format, with the rest of the presentations taped.

Ms. Harris was part of a team that presented a webinar with Appteon, which holds a grant for apprenticeship from Department of Labor (DOL). The webinar was featured in the DOL's National

Apprenticeship week program for 2021. Here is the excerpt: “Appteon Inc., Cyber.org, the Virginia Department for the Blind and Vision Impaired, the Virginia Department for Aging and Rehabilitative Services, and Ashley Consulting LLC hosted a webinar entitled “If There Were No Barriers . . . Connecting the Dots to an Accessible Apprenticeship Program.” Kimberly Hauge from DOL OA gave a brief overview of Registered Apprenticeship and the Office’s focus on DEIA. Participants in this webinar were able to learn and chat with champions for those with disabilities. Speakers discussed topics such as disability employment, self-identification, and how to create accessible apprenticeship programs. They featured case studies with clients in robotics, cyber, and Linux training.”

WIOA Required Pre-Transition Employment Services

1. job exploration counseling
2. counseling on opportunities for enrollment in comprehensive transition or post-secondary programs at institutions of higher education
3. workplace readiness training
4. work-based learning experiences
5. instruction in self-advocacy

Education Services for Children and Youth

DBVI provides services for children from birth through age twenty-two, who are blind, deafblind, or vision impaired. An Education Coordinator is assigned to each of the six regional offices.

The Education Coordinators have collaborated with DBVI's Pre-ETS Services staff and the staff of VRCBVI to recruit students and staff with multiple virtual and in-person, training opportunities. The virtual training sessions included topics such as Career Exploration, Financial Literacy, Power Up Your Robotics Virtual STEM Academy, Cyber Warriors Virtual Academies, and other topics relative to the five required Pre-ETS services. In-person sessions included the Blind by Design program at Virginia Tech., Leap into LINUX Programming Academy, the COLLEGE Success Summit at James Madison Univ., and the LIFE program at VRCBVI.

Traditionally, each year, DBVI hosts a free residential “Super Summer Camp” at Camp Easterseals in New Castle, Virginia. It was with great pleasure that Super Summer Camp was in person this year after being held virtually for the past two years due to pandemic restrictions. There was a total of 12 students that truly enjoyed their experiences and seven days full of activities. Each student had the opportunity to participate in camp activities including kayaking, canoeing, horseback riding, archery, goal ball, swimming, and arts and crafts. In addition, topics related to work readiness skills, independent living skills, social skills, and self-advocacy were incorporated. Three former campers with vision impairments (a college student, a full-time Paralympic athlete, and a Human Services professional) were employed in full-time positions at Camp Easterseals this summer.

The Education Services program has also collaborated with the Virginia Department of Education, Outreach Services for the Virginia School for the Deaf and Blind, and the Virginia Consortium for Vision Impairment Program at GMU to provide professional development training to Teachers for the Vision Impaired (TVIs) and related professionals, DBVI staff, and families across the state. Topics have included Vision Impairment, Cerebral/Cortical Visual Impairment (CVI), the Expanded Core Curriculum, School Assessments, Braille, Assistive Technology, and Postsecondary Training and Career Options for Students.

Services Provided by DBVI Educational Coordinators

- support parents and professionals who are involved in homeschooling children and students
- provide functional vision assessments for children who do not attend public school
- attend Individualized Education Program (IEP)/Individual Family Service Plan (IFSP)/Special Education Eligibility meetings upon request

DBVI Success Story

Dr. Sandra Bullins



After losing her vision at 22 years old, Dr. Sandra Bullins continued her higher education goals and eventually earned a Ph.D. in Counselor Education with an emphasis on Rehabilitation Education in 2018. Following that, she completed a post-doctoral fellowship and went on to become a keynote speaker at multiple conferences nationwide. Despite her accomplishments, however, Dr. Bullins still struggled to gain employment in line with her qualifications. After applying for nearly 120 positions, Dr. Bullins approached DBVI for assistance through the Richmond DBVI office where she lived with her husband and grandson. With her counselor, Ms. Liang Liao, Dr. Bullins completed an Individual Plan for Employment (IPE) that considered her qualifications as well as other life circumstances. She also received services such as assistive technology training, orientation, and mobility (O&M) training, and disability benefits analysis to understand how her benefits could be impacted by employment earnings. With continued effort, Dr. Bullins obtained a position at Piedmont Virginia Community College (PVCC) as the Assistant Director of Student Accessibility and Accommodations. Dr. Bullins and her family made the move to Charlottesville where PVCC is located, and her case was transferred to the Staunton DBVI office. Unfortunately, Dr. Bullins lost her husband in 2022, however, she continues her employment at PVCC and is looking forward to the new beginnings with her grandson in Charlottesville.

Regional Offices

DBVI has six regional offices strategically situated throughout the Commonwealth. The Bristol, Fairfax, Norfolk, Richmond, Roanoke, and Staunton locations are staffed by qualified professionals who provide Vocational Rehabilitation, Education, Independent Living, Orientation and Mobility, Low Vision, Rehabilitation Technology, and Deafblind Services. In preparation for the 2022 Annual Report, the Regional Office Managers summarized key program activities and accomplishments in response to the following questions:

1. Describe one or two of your regional office's greatest accomplishments for this year. Why were they outstanding?
2. What innovative activities or practices did you try that had a positive impact on staff or clients?
3. Anything else that you would like to share?

Regional Managers continued to be amazed at their staff's ingenuity, commitment to serving the community, and response to the continued demands and issues related to the pandemic. The collaboration continued with agency staff such as the Business Relations Specialists and Pre-ETS team who contributed to planning virtual programs and support for individual consumers. Throughout the state, staff members continued to foster partnerships with local businesses and agencies.

Accomplishments and Innovative Activities

All six regional offices achieved many accomplishments with flexibility and teamwork as they continued to serve their clients with expanded methods and creative ideas. Many of the inventive ideas initiated during the pandemic continued to provide excellence in service delivery. Communication, instruction, and counseling strategies were continued in virtual formats, such as Zoom, Google MS Teams, Meet, FaceTime, and video chats, in addition to the usual phone calls, texts, and emails.

Many staff members had to rely on virtual means to collect data and obtain documentation signatures. The various regional office administrative teams worked ceaselessly to employ new procedures for processing referrals or intakes and forwarding documentation to new applicants via the postal service. They were also instrumental in moving loaner tools and equipment through the mail when face-to-face deliveries were not allowed.

A collaborative five-day workshop "Blind Design" was established by the Bristol Regional (BRO) and the Roanoke Regional (VRO) offices with Ms. Margarita McGrath, Chair of Virginia Tech's Undergraduate School of Architecture and Design. DBVI students from around the state worked alongside Virginia Tech students to discover universal design principles, explore elements of architectural spaces, and interconnect the accessibility needs of the blind and vision impaired community to public spaces and domestic dwellings. Self-advocacy for accessibility and

accommodation was also explored. Career and post-secondary educational paths and opportunities in various fields, including architecture, were presented for the DBVI participants by Virginia Tech faculty and staff, current vision impaired Virginia Tech students, Professor Dr. Andrew Gipe-Lazarou, and Mr. Chris Downey, who is a practicing architect that lost his vision later in his career and continues to practice as a designer with an emphasis on accessibility. Final “Hokie Stone” awards were presented for the most innovative designs and overall winner.

There were numerous agency vacancies over this past year that made it challenging to meet client needs while not overworking the current staff. Caseloads were reviewed statewide and appropriate cases were transferred to Bristol and Roanoke Vocational Rehabilitation Counselors (VRC) who were able to cover cases for the Fairfax Regional Office virtually while they hired two VRCs. Quality services were not interrupted, and the staff was not spread thin in any one office. This provided VRCs from other offices the opportunity to interact with each other more often, discuss cases, troubleshoot, discuss best practices, learn new cultures, etc.

In 2022, the Staunton Regional Office (SRO) experienced the onboarding of four new employees who were quickly oriented and up to speed with assistance from Christy Spradlin, Executive Secretary, and the SRO staff. Additionally, management and staff took over duties of the open positions to assist participants in onboarding, scheduling low-vision examinations, and sharing information and documentation with families. While seeking a full-time replacement for the Rehabilitation teacher, Julie Chappell, Regional Manager, also stepped in to order low-vision aids, deliver them, and instruct new participants in the use of these aids. There were also several opportunities for the SRO staff to assist with in-person events such as Blind by Design, Leap into Linux, JMU College Day, LIFE, and JMU College Immersion.

There were new two new VRCs, a new Rehabilitation Teacher, and Rehabilitation Engineer added to Fairfax Regional Office (FRO) which allows for more service and outreach in a very busy territory. To continue to serve the community despite a resurgence in COVID, two virtual events were conducted by FRO staff. One event described Pre-ETS opportunities and various agency services. The other virtual event presented Pre ETS intern opportunities. In July of 2022, a FRO student, Esha Khator, was able to attend the Disability: IN National Conference which provided many opportunities for them to network and connect with peers and interested employers. She turned out to be the youngest attendee and secured two summer internship offers.

The Norfolk Regional Office (NRO) office staff worked on communication and team-building events and enrolled in professional development opportunities through various web-based sessions and offerings from the VRCBVI. Congratulations to Valery Kircher, Education Services Consultant, for earning her post-graduate certificate in Critical Vision Impairment from the University of Massachusetts. Her research has been shared state-wide with Teachers for the Blind and Visually Impaired and at conferences on the national level.

Several of Richmond Regional Office's (RRO) staff developed a new electronic tracking sheet for action items from field visits, assisted with the DBVI College Success Program at James Madison University (JMU), provide motivational interviewing practices in counseling, and continued to benefit from additional training available from Virginia Commonwealth University (VCU). VRC Isaac Crisp serves on a Statewide Interagency Team to address the needs of Deafblind individuals across the Commonwealth. Additionally, a practicum student from VCU pursuing a Master of Science in Rehabilitation and Mental Health was mentored by several RRO VRCs and ensured that their practicum requirements were met.

DBVI Success Story

Abraham Chambers

Abraham started receiving vocational rehabilitation services with DBVI in 2011, including counseling and guidance, orientation and mobility (O&M) training, and assistive technology awareness and training. These services prepared him to successfully navigate his classes and coursework throughout his time at university, and he eventually earned a Bachelor of Business Administration (BBA).



After graduation, Abraham started his career with the Virginia Industries for the Blind (VIB) as a Store Associate at their base supply store located at Fort Lee. With his professionalism and skills, Abraham quickly advanced to Assistant Manager. However, he continued to pursue further opportunities with the VIB and eventually secured a position as a Contract Specialist.

This job launched a career switch and prepared him for his current position as a Contract Specialist with the Defense Logistics Agency (DLA). Abraham credits his qualifications to the education and work experience that DBVI supported and wants to “Thank DBVI ... for making this possible.”

Virginia Enterprises for the Blind – The Randolph Sheppard Program

Pandemic restrictions gradually lifted during PY 2022, and the Virginia Enterprise for the Blind Program (VEB) has experienced a moderate return of business opportunities. VEB currently has 35 vendor facilities operating daily and 1 vendor waiting for conditions to improve to return to work. With 40 of 62 facilities open, sales are returning, as the hosting agencies make decisions on staffing and telework which continues to take a toll on business revenue overall and will continue to be a concern going forward into 2023.

New business opportunities for 2022 included the Navy Yard in Arlington, Virginia Department of Taxation in Richmond, a new FBI account, and various new vending accounts. Currently, 35 active vendors are participating in the program and continuing education. Consistent with other organizations, the annual meeting was rescheduled as a virtual event.

Looking ahead, the goal for VEB in 2023 is to re-open all facilities with all vendors returning to full operations. Four new vendors completed training in 2022. New business opportunities are under consideration and the New Business Acquisition Committee continues to explore future business ideas and business plans.

In 2023, the VEB will continue to focus on changing the business model to reflect the environment, which includes more Micro Markets and self-checkout facilities. We will explore the idea of food trucks, prison commissaries, and enhancements to our Safety Equipment Inspection Services.

Business highlights as of July 2022

- 35 of 36 RS vendor facilities were operational. Only one was closed due to pandemic constraints
- 40 of 62 VEB facilities were open for business in PY 2022
- Facility sales reached \$12,455,715 or a 41% increase over the previous PY
- VDOT highway vending sales returned to pre-pandemic levels of \$4,987,000
- New business installed at the Navy Yard, Virginia Department of Taxation, a new FBI Market, and various vending accounts
- Training: 3 students were in training programs in PY 2022
- New self-checkout technology installed in several locations and being evaluated for other facilities

Vocational Rehabilitation Consumer Satisfaction Evaluation Program Summary

Federal Program Year (FPY) 2021, Sept 2021 through June 2022

The Vocational Rehabilitation (VR) Program, housed in the Services Division at DBVI, is responsible for the administration and operation of Virginia's VR program serving individuals who are blind, vision impaired, or deafblind, as described in the Workforce Innovations and Opportunities Act (WIOA) of 2014. The State Rehabilitation Council (SRC) partners with and assists DBVI in reviewing the effectiveness of, and individual satisfaction with the VR services. Services are designed to meet the needs of individuals consistent with their strengths, resources, priorities, abilities, interests, and informed choice so that they may prepare for, engage in, and retain competitive integrated employment. The Policy, Planning, & Evaluation (PPE) team, housed in the Administration Division at DBVI, partners with Services Division staff to administer the VR consumer satisfaction evaluation program. PPE staff provide oversight, review, and analysis of evaluation results. The evaluation program is designed to include individual consumer surveys that each eligible VR participant can complete on their own.

The survey process provides a systematic method of hearing the point of view of individuals being served. It is one measure of program effectiveness and a quality-of-service indicator. In their confidential responses to the survey questions, individuals can provide their level of satisfaction or dissatisfaction with received services, VR staff, and various aspects of the VR program. DBVI distributes surveys at the time of VR case closure, to assess consumer satisfaction with VR services. Reports of survey results are created annually and upon request. Additionally, quarterly data is provided to the SRC and the DBVI VR team. All individuals with an eligible VR cases closure, who received VR services, are provided an opportunity to complete a survey to express their satisfaction with the VR program, services, and service providers.

During the 2020 federal fiscal year (Oct 1, 2019, to Sept 30, 2020) several steps were taken to review the evaluation program and identify and implement methods to increase the response rate from individuals who received VR services. Three main areas of focus to address the response rate were determined: communication, utilization of agency resources, and updating and editing the survey platform and questions. For communication, DBVI updated the VR case closure letters that are provided to individuals at the end of their VR program, to include information about the VR consumer satisfaction evaluation. Additionally, training was provided to VR staff to engage staff in the evaluation process and reaffirming the importance of communication about the evaluation. DBVI partnered with the SRC to accomplish the third focus area of updating and editing the survey platform and questions. The number of questions required to be completed decreased from nineteen to nine. The estimated completion time also decreased from ten minutes to less than five. The questions were also reviewed and edited for simplification. To align the collecting and reporting of evaluation responses with the Workforce Innovation and Opportunities Act (WIOA) federal program year reporting, the new survey questions and format were first used for a partial 2020 federal program year (FPY) to include Sept 2020 through June 2021. Use of these questions has continued through PY2021 or June 20, 2022. A copy of the updated survey questions is included in Attachment A at the end of this document.

During the calendar year 2021, DBVI also implemented additional assistance, to improve utilization of agency resources, to address the second focus area identified above. The additional assistance included outreach and follow up activities that have proven successful in the past. Additional staff have worked on these activities, including mailing a paper copy of the consumer satisfaction survey with the VR case closure letter, and email and phone call follow up to individuals who were eligible to complete the survey.

Most recently, during the FPY 2021, 212 individuals were eligible to receive the VR consumer satisfaction survey (CSAT). Due to the continued implementation of the improvement strategies described above, a total of 93 responses were received, equaling an approximate 44% response rate. This is a noted improvement over the 30% response rate received for the last reporting period and exceeding the DBVI target response rate of 20%. Monitoring and optimizing of the implemented strategies will continue for FPY2022, which includes July 2022 through June 2023. Additionally, DBVI continues to see a 100% completion rate for survey respondents, meaning once the participant began the survey, 100% of the time the survey was completed.

Federal Program Year (FPY) 2021 consumer satisfaction survey responses indicate:

- Individuals with employment outcomes continue to report high overall satisfaction with the VR program, with a weighted score of 94.73 (out of 100), tying the highest reported score in the last

six years of 94.70 in 2018. Individuals without employment outcomes are reporting the highest satisfaction in the last six years with a score of 76.66, improving on the high score last year of 71.20.

- Many respondents, over eighty percent (n=82), reported being “Very Satisfied” or “Satisfied” with the VR services received from DBVI.
- The overall satisfaction score for FPY21 is 87.74, the highest reported score in the last six years. Results for overall satisfaction with the VR program from FFY2016 through FPY2021 are included in the table below.

Table 1. Overall Satisfaction scores FFY2016 through FPY2021

Year	All	Rehabilitated	Other than Rehabilitated
FFY2016	73.66	82.75	63.33
FFY2017	79.65	85.57	69.79
FFY2018	78.60	94.70	58.50
FFY2019 and 2020	73.33	87.32	45.54
FPY2020*	78.80	91.82	71.20
FPY2021	87.74	94.73	76.66

When compared to the last reporting period, FPY2020, scores for FPY21 were higher for individual perception of VR staff being respectful, knowledgeable about disability, and sensitive to needs. FPY 2021 survey highlights are provided below:

- ❖ 90 percent (n=84) of individuals agreed their VR counselor was respectful, resulting in a weighted score of 90.87.
- ❖ Individuals believed their VR counselor was sensitive to their needs, scoring a 90.97 (90 percent, n=84), and partnered with them in developing their vocational goal, scoring 88.99 (85 percent, n=79).
- ❖ 87 percent (n=81) of individuals agreed their counselor was knowledgeable about their disability, scoring 88.70, the highest score in the last six years. Additionally, 87 percent (n=81) agreed their VR counselor delivered services and service items in a timely manner, scoring 88.48. Results for satisfaction scores with VR staff from FFY2016 through FPY2021 are included in the table below.

Table 2. Satisfaction scores with VR Staff FFY2016 through FPY2020

Year	Respectful	Knowledgeable about disability	Sensitive to needs
FFY2016	83.71	78.59	77.96
FFY2017	86.61	85.96	83.93
FFY2018	92.86	81.43	85.71
FFY2019 & 2020	84.38	83.75	80.00
FPY2020*	85.83	87.23	84.26
FPY2021	90.87	88.70	90.97

In FPY2020 DBVI introduced a Net Promoter Score (NPS) question to the survey. The NPS is a metric used in customer experience evaluation programs. A NPS is used to measure how likely a customer is to refer your product or service to others, scores can range from -100 to +100, a higher score is desirable. A national benchmark NPS for government organizations in 2022 is 43. The FPY2020 NPS responses were calculated to establish a baseline for DBVI equaling 36. The DBVI NPS for FPY2021 and the second year this metric was used is 57, an improvement from last year, and rating DBVI in the top 50 to 75% of similar organizations in this benchmark. The NPS will continue to be monitored and analyzed in the coming years.

Given the number of evaluation responses submitted in FPY 2021, it is difficult to determine how well the summary statistics represent the entire group of eligible individuals served; as a result, please view the summary information as informative, and providing general guidance, rather than as definitive statements regarding the consumer satisfaction results of any specific subset of VR cases or individuals being served. A detailed summary of all evaluation questions and responses is located at the website listed below and is available for review and comment.

<https://www.surveymonkey.com/stories/SM-RKJ723YW/>

The open-ended responses from the VR consumer satisfaction evaluation included numerous positive comments from consumers regarding their experiences with the agency and their satisfaction with their VR counselors and trainers. Independence and accessibility to services and opportunities continue to be a focus for individuals DBVI serves. DBVI is also aware of the need to continue to improve assistive technology services and access to these services. Additionally, DBVI is focused on the need to optimize staff coverage for service provision and minimize staff turnover. All responses are included in Attachment B at the end of this document.

In FPY21 DBVI continued to work on initiatives to address areas of concern for the individuals served, including pre-employment transition services, and to align with the expectations of the Workforce Innovations and Opportunities Act (WIOA) of 2014. Collaboration efforts continue within the VR Program, and other workforce partners in Virginia, to provide training on employment skills, work experiences, and work-based learning opportunities.

The DBVI VR Program is part of the Workforce system within the Commonwealth of Virginia. As a member of this large, coordinated network, DBVI continues to position itself to maintain strong partnerships within the Virginia Workforce system as the Commonwealth implements the Workforce Innovations and Opportunities Act (WIOA) of 2014. The results of the consumer satisfaction survey will be used by DBVI decision makers and the SRC in the continued development and implementation of the Combined Virginia State Plan and WIOA implementation. The feedback and insights will also be used to make recommendations for improvement of services on behalf of individuals. The comments provided by the consumers are rich in content and will continue to aide in improving the high-quality service delivery program that exists at DBVI.

* **FedProgramYear2020** is a partial federal program year, from September 2020 through June 2021. This timeframe is used for this reporting year to align the reporting year at DBVI with the federal program year in WIOA. The next reporting timeframe, Federal Program Year 2021, corresponds to July 1, 2021, through June 30, 2022.

DBVI Success Story

Latonya Bolling



Mr. Latonya Bolling was referred to DBVI by his optometrist. He was seeking medical restoration through adequate contact lenses to address his visual acuity. At the time of referral, Mr. Bolling was completing his probation from a felony charge and was employed at Zaxby's and pursuing advancement within the company into a management position.

With his visual impairment, Mr. Bolling experienced safety challenges at his worksite and he worried that these challenges would affect his employment status and advancement opportunities. He was assigned a Vocational Rehabilitation Counselor (VRC), who completed a careful evaluation of three options for contact lenses, a thorough review of the medical reports, and several discussions with Mr. Bolling and his optometrist. With this assistance, he received a pair of scleral contact lenses that provided the best fit and improved his overall acuity, minimizing his workplace challenges due to his visual impairment.

Mr. Bolling maintained his employment at Zaxby's and was promoted to Hiring Manager. He is currently pursuing a bachelor's degree in business administration and has successfully re-integrated into society.

Glossary of Abbreviations

Table 3 - Abbreviations and Terms

ACB	American Council of the Blind
ADA	Americans with Disabilities Act
AER	Association for Education and Rehabilitation of the Blind and Visually Impaired
AFB	American Foundation for the Blind
AT	Assistive Technology
BEP	Business Enterprise Program
BOB	Business Opportunities for the Blind
BVA	Blinded Veterans Association
CAP	Client Assistance Program
CIL	Center for Independent Living
CRC	Certified Rehabilitation Counselor
CRP	Community Rehabilitation Program
CSAVR	Council of State Administrators for Vocational Rehabilitation
CSPD	Comprehensive System for Personnel Development
DBVI	Department for the Blind and Vision Impaired
DDS	Disability Determination Services
DOE	Department of Education
DOL	Department of Labor
DRS	Department of Rehabilitative Services
EEOC	Equal Employment Opportunity Commission
EN	Employer Network
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Education Plan
IL	Independent Living
SILC	State Independent Living Council
IPE	Individualized Plan for Employment
JWOD	Javits-Wagner-O'Day Act
LEA	Local Education Agency
LRC	Library and Resource Center
LWIB	Local Workforce Investment Board
NCSAB	National Council of State Agencies for the Blind
NFB	National Federation of the Blind
NIB	National Industries for the Blind
ODEP	Office for Disability Employment Policy
OJT	On-the-Job-Training
OSERS	Office of Special Education and Rehabilitation Services
O&M	Orientation & Mobility
RSA	Rehabilitation Services Administration
RT	Rehabilitation Teaching
RT/IL	Rehabilitation Teaching/Independent Living
SGA	Substantial Gainful Activity
SRC	State Rehabilitation Council
SPIL	State Plan for Independent Living
SSA	Social Security Administration
SSDI	Social Security Disability Income Insurance
SSI	Supplemental Security Income
SWIB	State Workforce Investment Board

VATS	Virginia Assistive Technology System
VEC	Virginia Employment Commission
VIB	Virginia Industries for the Blind
VOPA	Virginia Office for Protection and Advocacy
VR	Vocational Rehabilitation
VRCBVI	Virginia Rehabilitation Center for the Blind and Vision Impaired
VSDB	Virginia School for the Deaf and Blind
WWRC	Woodrow Wilson Rehabilitation Center
WIA	Workforce Investment Act

About DBVI and the SRC

Department for the Blind and Vision Impaired (DBVI)

DBVI is committed to providing quality services to assist Virginia's citizens who are blind, deafblind, or vision impaired in achieving their maximum level of employment, education, and personal independence. The department provides an array of specialized services to eligible individuals of all ages to assist them in attaining the skills, confidence, and positive outlook that are critical to independence.

State Rehabilitation Council (SRC)

The purpose of the federally mandated SRC is to work in partnership with DBVI to review, analyze, and advise the agency on its Vocational Rehabilitation Program, policies, and practices. Further collaborations include the development of the Agency State Plan, federally required needs assessment, consumer satisfaction surveys, training, and employment opportunities for individuals who are blind, visually impaired, and deafblind.

Members, all of whom are appointed by the Governor, represent current or former recipients of VR services, and representatives of parent groups, the Client Assistance Program VR, disability advocacy groups, the Department of Education, community rehabilitation providers, a Vocational Rehabilitation Counselor, the Commissioner of DBVI, and members of business, industry, and labor. The Council meets quarterly on Fridays, at the Department for the Blind and Vision Impaired in Richmond. Citizens are welcome to attend Council meetings and offer their comments.

To learn more about the work of the SRC or Council membership, please contact the Council liaison, Megan O'Toole Hall at megan.hall@dbvi.virginia.gov

Table 4 – SRC Membership Roster

Name	Location	Seat Requirements
Julie Akers	Radford, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)
Christine Appert	Charlottesville, VA	Former or Current Recipient of VR Services 34 CFR §361.17 (b)(1)(B)(viii)
Alexa Bowe	Newport News, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)
Heidi Lawyer	Henrico, VA	Representative of a Parent Training and Information Center 34 CFR §361.17 (b)(1)(ii)
<u>Chair</u> Irene Conlin	Virginia Beach, VA	Representative of an Individual who is blind, has multiple disabilities, and has difficulty representing him or herself or is unable due to disabilities to represent him or herself 34 CFR §361.17 (b)(3)(ii)(B)
Raymond Hopkins	Richmond, VA	The Director of the designated Statue Unit DBVI as an ex-officio, non-voting member 34 CFR §361.17 (b)(1)(B)(xii)
Annette Hyde	Radiant, VA	Representative of the Virginia Workforce Board 34 CFR §361.17 (b)(1)(B)(xi)
<u>Vice Chair</u> Prem Jadhvani	Leesburg, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)
Leelynn Untalan Brady	Suffolk, VA	Representative of the Statewide Independent Living Council 34 CFR §361.17 (b)(1)(i)
Edna Johnson	Alexandria, VA	Former or Current Recipient of VR Services 34 CFR §361.17 (b)(1)(B)(viii)
Rachael Rounds	Midlothian, VA	Representative of Community Rehabilitation Services Program Provider 34 CFR §361.17 (b)(1)(v)
Liang Liao	Richmond, VA	VR Counselor-Ex-Officio, Non-Voting Member 34 CFR §361.17 (b)(1)(iv)
Ricardo Lizama	Arlington, VA	Representative of Disability Advocacy Group 34 CFR §361.17 (b)(3)(ii)(A)
Marianne Moore	Richmond, VA	Representative of Department of Education 34 CFR §361.17 (b)(1)(B)(x)
Chanthen Nene	Manassas, VA	Representative of Disability Advocacy Group 34 CFR §361.17 (b)(3)(ii)(A)
Mark Roane	Richmond, VA	Former or Current Recipient of VR Services 34 CFR §361.17 (b)(1)(B)(viii)
Joliefawn Liddell	Richmond, VA	Representative of Client Assistance Program 34 CFR §361.17 (b)(1)(iii)
Milford Stern	Roanoke, VA	Representative of Business, Industry, and Labor 34 CFR §361.17 (b)(1)(vi)